

Attachment 2

Comment subject from letters and emails	Number
Prices unreasonable	36
Bad customer service	21
Good customer service	7
Response to problems	5
Technical programs	13
System Reliability	12
Lack of competition	28
Paying for programming they don't want, Ala cart related	10
Programming related	6
Too much advertising	3
Internet related	11
Telephony related	5
Comcast merger related	5
Other	10

Comment subject from Facebook	Number
Prices unreasonable	8
Bad customer service	13
Good customer service	1
Response to problems	1
Technical programs	
System Reliability	
Lack of competition	14
Paying for programming they don't want, Ala cart related	
Programming related	
Too much advertising	
Internet related	4
Telephony related	
Comcast merger related	
Other	15